



January 10, 2011

Dear Applicant,

Thank you for your interest in the position of 911 Dispatcher with the City of Leon Valley. To ensure the proper processing of your application, the following should be submitted with your completed application:

1. Completed "Notice of Job Requirements";
2. Completed "Information Release Authorization to Obtain Criminal Records";
3. Completed "Authorization to Release Information (Private Person or Organization) to the City of Leon Valley";
4. Your résumé.

Thank you for your interest in employment with the City of Leon Valley.

Sincerely,

Crystal Caldera  
Human Resources Director  
6400 El Verde Rd  
Leon Valley, Texas 78238-2399  
210.684.1391 ext 212 phone  
210.684.1515 fax  
[c.caldera@leonvalleytexas.gov](mailto:c.caldera@leonvalleytexas.gov)

**“CITY OF LEON VALLEY”**

**911 DISPATCHER  
FULL TIME POSITION**

The City is accepting applications for a **911 Dispatcher** position who will be responsible for receiving and dispatching emergency and non-emergency police & fire calls.

**REQUIRES:** High school diploma or GED equivalent; 6 months general office exp with data entry (min.40 wpm), computer proficiency & frequent customer service contact.

**PREFER:** 911 dispatch experience, current TX Basic Telecommunication Operations & EMD certified candidates!

**STARTING SALARY:** \$12.71-\$14.00/hr. D.O.Q. plus great benefits!

**APPLY:** You must fill out before 10:00a.m., Friday, January 21, 2011 and returned to the HR Office, 6400 El Verde Road, Leon Valley, TX 78238. “EEO/ADA/AA”

| SCHOOL  | NAME AND ADDRESS OF SCHOOL | COURSE OF STUDY | CHECK LAST YEAR COMPLETED |   |   |   | DID YOU GRADUATE ?  | LIST DIPLOMA OR DEGREE                        |
|---------|----------------------------|-----------------|---------------------------|---|---|---|---|---|
| HIGH    |                            |                 | 1                         | 2 | 3 | 4 | <input type="checkbox"/> YES<br><input type="checkbox"/> NO |   |
|         |                            |                 |                           |   |   |   |   |   |
|         |                            |                 |                           |   |   |   |   |   |
| COLLEGE |                            |                 |                           |   |   |   | <input type="checkbox"/> YES<br><input type="checkbox"/> NO | Credit Hrs Completed:<br><br>Degree Obtained: |
|         |                            |                 |                           |   |   |   |   |   |
|         |                            |                 |                           |   |   |   |   |   |
| OTHER   |                            |                 |                           |   |   |   | <input type="checkbox"/> YES<br><input type="checkbox"/> NO |   |
|         |                            |                 |                           |   |   |   |   |   |
|         |                            |                 |                           |   |   |   |   |   |

LIST BELOW **ALL** PRESENT AND PAST EMPLOYMENT, BEGINNING WITH YOUR MOST RECENT. **For additional employer listings, please use separate sheet of paper.**

| NAME AND FULL ADDRESS OF COMPANY AND TYPE OF BUSINESS | FROM                            |    | TO |    | WEEKLY STARTING SALARY | WEEKLY LAST SALARY | REASON FOR LEAVING | NAME OF SUPERVISOR |
|---|---------------------------------|----|----|----|------------------------|--------------------|--------------------|--------------------|
|   | MO                              | YR | MO | YR |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
|   | Job Title:<br>Work Description: |    |    |    |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
| TELEPHONE:  |                                 |    |    |    |                        |                    |                    |                    |

| NAME AND FULL ADDRESS OF COMPANY AND TYPE OF BUSINESS | FROM                            |    | TO |    | WEEKLY STARTING SALARY | WEEKLY LAST SALARY | REASON FOR LEAVING | NAME OF SUPERVISOR |
|---|---------------------------------|----|----|----|------------------------|--------------------|--------------------|--------------------|
|   | MO                              | YR | MO | YR |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
|   | Job Title:<br>Work Description: |    |    |    |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
| TELEPHONE:  |                                 |    |    |    |                        |                    |                    |                    |

| NAME AND FULL ADDRESS OF COMPANY AND TYPE OF BUSINESS | FROM                            |    | TO |    | WEEKLY STARTING SALARY | WEEKLY LAST SALARY | REASON FOR LEAVING | NAME OF SUPERVISOR |
|---|---------------------------------|----|----|----|------------------------|--------------------|--------------------|--------------------|
|   | MO                              | YR | MO | YR |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
|   | Job Title:<br>Work Description: |    |    |    |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
| TELEPHONE:  |                                 |    |    |    |                        |                    |                    |                    |

| NAME AND FULL ADDRESS OF COMPANY AND TYPE OF BUSINESS | FROM                            |    | TO |    | WEEKLY STARTING SALARY | WEEKLY LAST SALARY | REASON FOR LEAVING | NAME OF SUPERVISOR |
|---|---------------------------------|----|----|----|------------------------|--------------------|--------------------|--------------------|
|   | MO                              | YR | MO | YR |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
|   | Job Title:<br>Work Description: |    |    |    |                        |                    |                    |                    |
|   |                                 |    |    |    |                        |                    |                    |                    |
| TELEPHONE:  |                                 |    |    |    |                        |                    |                    |                    |

I hereby give permission to contact the employers listed above about my prior work experience. \_\_\_\_\_

Signature

If there is a particular employer(s), you do not wish us to contact, please indicate which one(s). \_\_\_\_\_

Have you ever been discharged or forced to resign for misconduct or unsatisfactory performance from any job?

Yes \_\_\_ No \_\_\_ If yes, give the name of the employer in each instance and the reason(s). \_\_\_\_\_

\_\_\_\_\_

## PERSONAL REFERENCES (NO FORMER EMPLOYERS, SUPERVISORS, OR RELATIVES)

(These individuals should have known you for several years)

| NAME & OCCUPATION | FULL MAILING ADDRESS | PHONE NUMBER  |
|-------------------|----------------------|---------------|
|                   |                      | H/Cell:<br>W: |
|                   |                      | H/Cell:<br>W: |
|                   |                      | H/Cell:<br>W: |

### PLEASE READ AND SIGN BELOW

The facts set forth in my application (and accompanying resume, if any) for employment are true and complete. I understand that if employed, any false statement on this application may result in my disqualification or discharge when discovered. I further understand that this application or anything conveyed during an interview is not and is not intended to be a contract of employment, nor does this application obligate the City of Leon Valley in any way if the City decides to employ me. I understand and agree that my employment is at-will and can be terminated by either party with or without notice, at any time, for any reason or no reason. No one other than the City Manager has authority to enter into an agreement for employment for any specified period of time or to make an agreement contrary to the foregoing, and then only in writing by the City Manager.

In making this application for employment I authorize the City of Leon Valley or its designated individuals to make an investigative report whereby information is obtained through personal interviews with my neighbors, friends, or others with whom I am acquainted. This inquiry, if made, may include information as to my character, general reputation, personal characteristics and mode of living. I understand that I have the right to make a written request within a reasonable period of time to receive additional, detailed information about the nature and scope of any such investigative report that is made.

In consideration of my being considered for employment and/or being employed I hereby agree to and submit to physical examinations and tests as may be required by the City, and I do hereby (1) grant release and assign unto the City, all right, title and interest that I may subsequently acquire in all records and reports arising out of or in connection with said examinations and tests and (2) waive all rights to be advised on the content of said records and reports or to receive copies thereof, without the prior written consent of the City.

I also authorize the City of Leon Valley to furnish to any future employer or prospective employer any and all information they may request concerning my application for employment or employment with the City of Leon Valley. I hereby direct the City of Leon Valley to release such information upon request from a bearer of an authorization to release information. This release is executed with the full knowledge and understanding that this information is for the official use of the City of Leon Valley.

I also understand that this application for employment will be kept on file for a period of 6 months from the date of my application. I also understand that if I want to be considered for future employment at the end of this period of time that I will have to file a new application.

I hereby release the City of Leon Valley, as custodian of such records from any and all liability for damages of whatever kind which may at any time result to me, my heirs, family, or associates because of compliance with a valid authorization and request for information or any other attempt to comply with it.

\_\_\_\_\_  
Authorizing Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date



## NOTICE OF JOB REQUIREMENTS

The City of Leon Valley requires that each applicant be informed of what is expected of employees in each position with the City. Attached to this notice is a job description for the position of **"911 Dispatcher"** with the City of Leon Valley, for which you are applying.

The City of Leon Valley is concerned with the safety, health, and well-being of all its employees. The use or misuse of alcohol, drugs, narcotics, and/or controlled substances is inconsistent with this concern and, therefore, the City requires applicants to undergo pre-employment drug screening for drugs and illegal substances. A positive test result will cause rejection of the application, unless there are extenuating circumstances, e.g., medication causing the positive result if the medication is legally prescribed by a physician as part of an approved treatment.

The City of Leon Valley is an at-will employer and does not waive the right, at any time, including in the event the applicant is employed, to discharge the employee at any time, for any reason, with or without notice, and with or without cause.

**I have read the attached job description and understand the City of Leon Valley's policies regarding drug testing and employment-at-will.**

Signature \_\_\_\_\_

Date \_\_\_\_\_

# **CITY OF LEON VALLEY**

## **JOB DESCRIPTION**

**JOB TITLE:** Dispatcher

**DEPARTMENT:** Police Department

**FLSA STATUS:** Non-Exempt

**EFFECTIVE DATE:** December 4, 2007

### **JOB SUMMARY:**

Under supervision of the Communications and Records Supervisor, receives and dispatches emergency and non-emergency calls to appropriate public safety personnel; operates the radio console and 9-1-1 telephone system; do related work as required.

### **ESSENTIAL JOB FUNCTIONS:**

Receive emergency calls, complaint calls, reports, routine traffic calls by multi-line telephone, radio or personal contact and refers the calls to appropriate personnel;

Receive 9-1-1 calls and take the appropriate action to provide the emergency assistance needed;

Dispatch public police and fire equipment, resources and personnel in response to emergency calls;

Conduct computer searches through local, state and national files for possible wanted persons or stolen property and provide information to the requesting officer;

Type, index, file and record various records, logs and reports on the specified form and in the specified format;

Perform maintenance and cleaning of equipment, facilities and work area;

Maintain records of information such as incoming/outgoing teletype and status of wanted persons and/or stolen property and writes reports;

Maintain and update computer entries of emergency contact data sheets;

Complete all report and paperwork promptly, legibly, accurately, thoroughly, neatly, and with correct grammar and spelling;

Interact with the public and other City departments and employees in a pleasant, efficient manner, regarding dissemination of information on a daily basis;

Communicate effectively, courteously and clearly in English, verbally and in writing; includes speaking distinctly, responding promptly, hearing in the normal range, to protect the safety of officers and the public;

Plan and schedule work independently in the absence of specific instructions or supervision;

Use tact, diplomacy, discretion as required;

Read computer screen and other written data on computer;

Responsible for the efficient and safe operation, care, and appearance of assigned area and equipment;

Work in a confined area for eight (8) or more hours and remain seated for long periods of time entering data into various computer systems on constant basis;

Operate all communications equipment in low-light conditions, discerning distinct colors used with the CAD system;

Simultaneously listen and comprehend both telephone and radio traffic;

Communicate with hearing/speech impaired citizens by operating specialized teletype system;

Required to work flexible schedule, to include evening hours, weekends and holidays;

Operate office equipment such as a fax machine and multi-line phone system;

Must be able to report to work and remain on duty for the duration of the duty day;

Must be able to attend work regularly and predictably;

Perform effectively under stress when confronted with high priority situations and distractions; and

Must not pose a threat to the health and safety of self or others.

**OTHER JOB FUNCTIONS:**

Carry, drag, lift, pull/push supplies, e.g. computer paper, cartons of computer ribbon weighing up to 20 pounds; and

Stoop, squat, kneel, climb and stretch to reach areas of the work site for routine cleaning and inspection.

**EDUCATION, DEGREES, CERTIFICATES AND/OR LICENSE:**

High school diploma or G.E.D. equivalent required;

Prefer candidate to have a current Emergency Medical Dispatch and Texas Basic Telecommunication Operations Certifications at hire;

Employee must hold current Texas Emergency Medical Dispatch Certificate within one year of hire;  
Applicant must be able obtain Basic Telecommunication Operations Certificate within 6 months of hire;  
Must be eligible to be bonded under City's public employee blanket bond; and

All required licenses and certifications must be current and valid.

**EXPERIENCE, TRAINING, KNOWLEDGE, AND SKILLS:**

Minimum of six months of experience in general office work involving: data entry (minimum 40 wpm), personal and other computer use experience and extensive customer contact;

Any work related experience resulting in acceptable proficiency levels in the above required knowledge, skills and abilities is an acceptable substitute;

Have an acceptable working knowledge of computer operations, stressing accuracy;

Ability to read and understand written and verbal reports and instructions;

Ability to review and correct own work and complete tasks without constant supervision;

Must have good prioritizing and problem solving abilities; and

Be able to establish and maintain co-operative relationships with fellow employees and the public.



**AUTHORIZATION TO RELEASE INFORMATION  
(PRIVATE PERSON OR ORGANIZATION)  
TO THE CITY OF LEON VALLEY**

**TO WHOM IT MAY CONCERN:**

I, \_\_\_\_\_, an applicant for employment with the City of Leon Valley, hereby authorize you to furnish the City of Leon Valley with any and all information they may request concerning my employment; educational records, including but not limited to academic, achievement, attendance, athletic, personal history, and disciplinary records; juvenile, police, Department of Public Safety driving and court records; military records, for determination of my potential for employment and for eligibility for certain security clearances. I hereby direct you to release such information upon request of the bearer. This release is executed with full knowledge and understanding that the information is for the official use of the City of Leon Valley. I also understand that neither the City nor its agent shall be violating my right to privacy in any manner and I hereby release them from all liability whatsoever for actions related to this investigation.

I hereby release you, as custodian of such records, any school, college, university, or other educational institution; hospital or other repository of medical records; credit bureau; lending institution; consumer reporting agency; or retail business establishment including its officers, employees, or related personnel, both individually and collectively, from any and all liability for damages of whatever kind which may at any time result to me, my heirs, family, or associates because of compliance with this authorization and request for information or any other attempt to comply with it.

\_\_\_\_\_  
Authorizing Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date



To Applicant: **READ THIS INTRODUCTION CAREFULLY BEFORE ANSWERING ANY QUESTIONS.**

The Civil Rights Act of 1964 prohibits discrimination in employment because of race, color, creed, religion, sex, national origin or disability. Federal law also prohibits other types of discrimination such as age and citizenship. The laws of most States also prohibit some or all of the above types of discrimination as well as some additional types such as discrimination based upon ancestry, marital status or physical or mental handicap or disability. The Fair Credit Reporting Act imposes restrictions with respect to credit data.

1. How long have you lived at present address? \_\_\_\_\_
2. Previous address \_\_\_\_\_  
\_\_\_\_\_
3. How long did you live there? \_\_\_\_\_
4. Are you over the age of eighteen? Yes \_\_\_\_\_ No \_\_\_\_\_  
If no, hire is subject to verification that you are of minimum legal age.
5. Have you been bonded? \_\_\_\_\_ If yes, on what jobs? \_\_\_\_\_
6. Have you ever been convicted of a crime, **including** misdemeanors and summary offenses, in the past ten years which has not been annulled or expunged or sealed by a court? \_\_\_\_\_  
If yes, describe in full: \_\_\_\_\_  
\_\_\_\_\_
7. List any friends or relatives working for us, other than spouse. How do you know them and for how long?
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
8. Will you work overtime if scheduled or requested? \_\_\_\_\_
9. Will you work weekends if scheduled or requested? \_\_\_\_\_
10. Will you be able to get to work on time each day and when called in? \_\_\_\_\_
11. How did you hear about this job opening? \_\_\_\_\_

# INFORMATION RELEASE AUTHORIZATION

## Criminal Background Check

Applicant's Name (Print): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Race: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

I, \_\_\_\_\_, do hereby authorize any law enforcement agency to furnish the City of Leon Valley or its agent information related to my criminal history. I hereby release the City of Leon Valley and all of its agents and employees, the law enforcement agency and all employees of law enforcement agencies furnishing information, from all liability, resulting from the furnishing of this information to the City of Leon Valley. I certify that the statements made by me on this form and on all pages of the City of Leon Valley Employment Application are true, complete and correct to the best of my knowledge and belief and are made in good faith. I understand that any false statements made herein will void my consideration for employment/continued employment, and could result in disciplinary action including termination.

Signed \_\_\_\_\_

Date \_\_\_\_\_



**WRITTEN AUTHORIZATION TO OBTAIN CONSUMER  
REPORTS FOR EMPLOYMENT PURPOSES**

TO: The City of Leon Valley

FROM: \_\_\_\_\_  
Printed Name of Applicant for Employment

DATE: \_\_\_\_\_

I, the undersigned, have received from the City of Leon Valley a disclosure to individuals applying for employment with the City of Leon Valley, Texas. I have read the disclosure and I understand its contents. After reading the disclosure, I give my authorization to the City of Leon Valley to obtain consumer reports for employment purposes. I understand that if I become an employee of the City of Leon Valley, this authorization will continue in effect to authorize the City of Leon Valley to periodically obtain reports for employment purposes for the purpose of evaluating me for promotion, reassignment, or retention as an employee.

\_\_\_\_\_  
Signature of Applicant

.....  
**DISCLOSURE TO INDIVIDUALS APPLYING FOR  
EMPLOYMENT WITH THE CITY OF LEON VALLEY, TEXAS**

The City of Leon Valley hereby discloses to you that in connection with your application for employment, upon receipt of your written authorization to do so, it may obtain one or more consumer reports for employment purposes.

If the City of Leon Valley employs you, it may periodically obtain consumer reports for employment purposes, for the purpose of evaluating you for promotion, reassignment, or retention as an employee.

In each case, if information in the report influences the City's decision to deny hiring or promotion, it will provide you with appropriate action disclosures in accordance with Section 604(b)(2)(A) of the Fair Credit Reporting Act complete as of January 7, 2002.



## VOLUNTARY DATA RECORD SURVEY

Dear Applicant:

Applicants for positions with the City of Leon Valley are treated equally, without regard to race, color, religion, sex, national origin, age, marital or veteran status, medical condition or disability, or any other legally protected status. At the same time, as an employer with an affirmative action program, the City of Leon Valley complies with government regulations, including affirmative action responsibilities and reports where they apply.

Government agencies periodically require reports on the status of protected employees. The purpose of this Voluntary Data Record is to comply with government record keeping, reporting, and other legal requirements. This data is for statistical analysis with respect to the success of the City of Leon Valley's affirmative action program only.

Completing this Voluntary Data Record Survey is optional. All data records are kept in a confidential file and are not a part of your Application for Employment or Personnel File.

NOTE: THE DECISION TO SUBMIT THIS INFORMATION IS VOLUNTARY.

=====

Date: \_\_\_\_\_

1. Job Title of Position Applied For: \_\_\_\_\_

2. Check One:

Male \_\_\_\_\_

Female \_\_\_\_\_

Age: \_\_\_\_\_

Vietnam Era Veteran: \_\_\_\_\_

Disabled Veteran: \_\_\_\_\_

Disabled: \_\_\_\_\_

3. Check one of the following (ethnic/racial background):

White \_\_\_\_\_

Hispanic \_\_\_\_\_

Native American: \_\_\_\_\_

Black: \_\_\_\_\_

Asian/Pacific Islander: \_\_\_\_\_

Other: \_\_\_\_\_